

Area: Program Services  
Subject: Client Intake  
Policy No.: 110

## **POLICY**

It is the policy of the Center for Communication Disorders to follow intake procedures prior to delivery of any service at the Center for Communication Disorders.

## **PURPOSE**

The purpose of this policy is to ensure that clients who are referred or who contact the Center are recorded appropriately, and that adequate identification of client needs has taken place in order to deliver appropriate service to the client.

## **PROCEDURES**

1. Any client or referring party who contacts the Center by phone will be advised of the intake procedure.
2. After a client calls to request evaluation service and a telephone intake form or an audiology follow-up form has been completed by a student clerk, the student clerk scheduler for Audiology or Speech-Language Pathology will call the client and schedule an appointment for evaluation. S/he will then indicate in the client's chart the following:
  - a. Date appointment was scheduled.
  - b. Day, date and time of appointment.
  - c. Student worker's initials.
3. A letter must then be sent to the client indicating the appointment date and time.
  - a. For clients who have never been seen at this Center an application packet will be mailed. Procedures for "Application Packets" are outlined in the Student Worker Handbook.
  - b. For clients who previously have been seen at the Center, their file will be pulled and a confirmation letter will be mailed to them. A copy of the letter will be placed in the Outgoing Correspondence section of the file. The chron sheet will be marked "appointment letter mailed today" with the month, day, and year noted with the student worker's initials.
4. Clients or referring parties who contact the Center requesting speech-language therapy who have not been seen for comprehensive evaluation at the Center will be informed of the following:

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- a. The individual must have had a comprehensive speech-language evaluation completed by a licensed speech-language pathologist within six months of the request. This evaluation must be released to the Center for review prior to scheduling therapy. A release of information form will be sent to the interested party to allow the Center to request this information.
- b. If, upon the Center Director's review, the available speech-language evaluation reveals a need for therapy that could be provided by the Center, the individual's name will be placed in a pool of people waiting for an opening in the clinic, and will be contacted when one is available.
- c. If a current (last 6 months) speech-language evaluation is not available, or is deemed to be insufficient in detail or content, the individual will be informed that they must first be seen for a more comprehensive evaluation here at the Center prior to determining if they will be added to the pool of people to be scheduled for therapy. If interested in an evaluation, they will be scheduled as described in number 2 above.